

Healthwatch Oxfordshire Board of Directors

Title of Presentation: Minutes of meeting of March 23rd 2015

This paper is for	Discussion		Decision	x	Information	
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Purpose and Executive Summary (if paper longer than 3 pages):

This paper sets out the minutes of the previous meeting of the Board

Financial Implications of Paper: None

Action Required: The Board is asked to approve these minutes and to note the matters arising

Author: Carol Ball

Title: Healthwatch Oxfordshire Board Meeting Minutes			
Venue: Fountain House, Parkway Court		Date: 23/3/15	
Time: 16.00-18.00	Chair: Jean Nunn-Price (JNP)/ Eddie Duller (ED)		
Minute Taker: Carol Ball (CB)			
<p>Attendees: Board members: Paul Ader (PA), Eddie Duller (ED), Jacquie Pearce-Gervis (JP-G), Caroline King (CK), Jane Manley (JM), Jean Nunn-Price (JN-P), Tracey Rees (TR), Dermot Roaf (DR), Geraldine Shepherd (GS) George Smith (GE).</p> <p>Staff in attendance: Rachel Coney (RC), Carol Ball (CB), Ben Mabbett (BM-agenda item12)</p>			
Apologies : Mia van Manen, Johnny Latham, Richard Lohman			
Agenda item	Notes		Action by
1	JN-P welcomed the Board		
2	Declarations of interest JP-G declared her role as the Chair of Patient Voice		
3	Paper 1: Minutes of the meeting held on 8/1/15 Minutes were accepted as a correct record Matters arising No matters arising		
4	Outgoing Chair's Report JN-P had attended the following meetings and events: <ul style="list-style-type: none"> • Health and Wellbeing Board • NHS Local Area Team Patient Participation event, 		

	<ul style="list-style-type: none"> • South and Vale Voluntary Sector Forum • Asylum Welcome (reference Campsfield House which included a representative from the Care Quality Commission (CQC)) • Enter and View Activity in support of the Hospital Discharge Project <p>JN-P presided over the election of the new Chair and proposed Eddie Duller as the new Chair, this was seconded by JP-G and unanimously approved by the Board.</p> <p>ED chaired the remainder of the meeting.</p>	
5	<p>Incoming Chair’s Report</p> <p>ED formally thanked JN-P for her support and hard work in keeping Healthwatch Oxfordshire on course. The Board were unanimous in thanking JN-P and also DR who has agreed to stay on as Vice-Chair until May.</p> <p>ED listed his priorities for the Board for the coming year:</p> <ul style="list-style-type: none"> • To provide the organisation with a clear strategic direction • Heighten the public profile of HWO • Revise the Mission and vision for Healthwatch Oxfordshire (HWO) to reflect its purpose • To conduct the business in plain English <p>ED felt that with the skills held by the people around the table meant that the Board were capable of delivering the priorities, particularly given that the new staff structure would be fully in place by April.</p>	
6	<p>Paper 2: CEO’s Report</p> <p>RC advised that this paper is presented at all Board meetings to enable the Board to keep up to date with organisational activities.</p> <p>The key points of document were:</p> <ol style="list-style-type: none"> i) The significant increase in productivity as the staff team had risen to the challenge of a more demanding workload ii) To note the wide range of work the staff team are covering iii) Child Sexual Exploitation (CSE) project and the possible need to increase the budget for this 	

	<p>project.</p> <p>PA asked why there was £25,000 set aside for projects and how this figure was reached. JN-P and DR explained the history of the project fund.</p> <p>JN-P proposed that the Board approve an increase in funding for the CSE project up to the amount the CEO is able to authorise. CK seconded and the Board agreed unanimously.</p> <p>Hearsay!</p> <p>RC briefed the Board on the amber status of this project and explained why the timetable had slipped. JN-P queried the date of the 7th May given that this is General Election day. RC advised that Oxfordshire County Council had been consulted and agreed the date. PA asked if the event could be rescheduled and RC pointed out that this would be difficult due to the number of Senior Management from various organisations attending the events.</p> <p>Customer Relationship Management (CRM)</p> <p>Training on this is still to be arranged, GS asked if this could be used to track information from voluntary sector partners. RC advised that it is early in the project and this will depend on how HWO develop and use the generic tool making it specific to HWO. Once the Head of Projects is in post it is expected she will want to have a say in future development of the CRM.</p> <p>PA asked if the Board could have sight of the CRM at the June workshop and this was agreed. ED expressed that the way HWO decides to develop CRM should move at a suitable pace to ensure the way we develop the tool meets our organisational need.</p> <p>The Board noted the extremely high volume of work being undertaken and the need to support staff in managing workload going forwards.</p> <p>CK thanked RC for her report which was well written and clear to understand, with good use of colour coding for workstreams.</p>	
7	<p>Paper 3: Major Projects Update</p> <p>RC updated the Board on the progress to date of these</p>	

	<p>two major projects and the amount of work undertaken by Mark Stone (project manager) and CB to develop processes and procedures to support future projects which include Enter and View (E&V) activity.</p> <p>Hospital Discharge Project</p> <p>JN-P informed the Board that she had taken part in the E&V activity. She was impressed at the standards, process and organisation of the activity and congratulated CB.</p> <p>JP-G asked it to be noted that future surveys should include space for free text.</p> <p>Dignity in Care Project</p> <p>JP-G asked where E&V will be carried out, RC informed the Board that this will be in hospitals, care homes, homes and hospices.</p> <p>DR asked if Campsfield House should be included in this project, RC advised that this is still a developing piece of work.</p> <p>The Board noted the contents of this report and agreed to extend the Discharge Project Managers contract by £5k (incl VAT) to cover analysis of findings and report production.</p>	
8	<p>Paper 4: Board Workshops</p> <p>Item 3.1(v) - PA enquired as to the scale of the work involved in single issue campaigns and the potential for this to grow. RC informed the Board that these are not massively time consuming, and that all those listed are campaigns that are already well underway.</p> <p>HWO need to be aware of the constraints outlined in this report when considering future work programmes.</p> <p>The Board noted the actions and agreed the objectives for the April workshop and staff attendance.</p>	
9	<p>Paper 5: Financial Report</p> <p>RC informed the Board that the figures in this report may change slightly. TR asked if future reports could include expenditure against budget, RC advised that future reports will be more detailed to enable the Board to better understand organisational costs. SPX (accountants) will be asked to produce accounts for future Board</p>	

	<p>meeting which will show spend as forecast, actual and include variances.</p> <p>TR requested Interim CEO costs be moved into the salaries section of the budget.</p> <p>RC informed the Board that the outturn figure is significantly less than a contingency figure that OCC would recommend for Voluntary Sector organisations. GS requested that the c/f figure be clearly labelled as a contingency and this was agreed.</p> <p>RC informed the Board that the accounts for 2015/16 include a staff salary increase of 2%. This was agreed after some discussion. The Board requested the CEO bring a paper to the Board later in the year to inform the 2016/17 salary discussion.</p> <p>The Board noted the accounts for 2014/15 and TR proposed the Board approve the Budget for 2015/16 this was unanimously agreed.</p>	
10	<p>Paper 6: Review of Board Sub Groups</p> <p>JN-P queried the fully delegated powers to the Project Fund Sub-Group.</p> <p>It was agreed to expand the Terms of Reference for this group so that it also provides detailed oversight of major HWO projects. The group will be renamed the Projects Group.</p> <p>After some discussion it was agreed that the group will continue to have fully delegated powers in respect of grant funded projects in order to maintain workflow and avoid duplication of decision making at different levels in the organisation.</p> <p>It was also agreed that for major HWO projects the group should be charged with:</p> <ul style="list-style-type: none"> • approving project proposals for submission to the full Board for debate and decision to proceed • monitoring progress and reporting on progress to the full Board • approving final drafts of reports for submission to the full Board with requests to approve for publication. <p>The terms of reference for the sub group will be amended accordingly and brought back to the full Board for approval.</p>	

	<p>The Board agreed the remaining actions from this paper which were to:</p> <p>Close down all other existing sub groups and establish the following new sub groups:</p> <ul style="list-style-type: none"> • Planning and Finance • HR • Marketing <p>To ask each of these groups to bring Terms of Reference to the next full meeting for the Board for approval. Membership of these groups was then agreed as follows:</p> <p>Projects Group Chair: Tracy Rees Members: Eddie Duller, Richard Lohman, Caroline King, Mia Van Manen and Rachel Coney</p> <p>Planning and Finance sub group (to include organisational form) Chair: Paul Ader Members: George Smith, Eddie Duller, Jane Manley</p> <p>HR sub group Chair: Geraldine Shepherd Members: Jane Manley, Caroline King and Eddie Duller</p> <p>Marketing sub group Chair: Eddie Duller Members: Jacqui Pearce-Gervis NOTE ANOTHER VOLUNTEER IS NEEDED FOR THIS GROUP</p> <p>5.55pm CK and DR left the meeting</p>	
11	<p>Paper 11: Annual Report Planning</p> <p>The Board noted the actions and agreed the design and print costs and the timetable for production.</p>	
12	<p>AOB</p> <p>CB asked the board to approve the Chair as a signatory to the Bank Account and that JP-G be removed, PA proposed this and the Board agreed unanimously. CB to action. In due course signatories to be Chair and Vice Chair, CEO and Deputy CEO.</p> <p>GE asked that future Board dates be put on the HWO website with a note advising that the dates may be</p>	

	<p>subject to change. BM to action.</p> <p>The directors asked about the HWO expenses policy and claim form. CB to circulate.</p>	
	<p>Date of next meeting: 26th May 2015</p> <p>Dates of JHOSC meetings:</p> <p>23rd April 2015 2nd July 2015 17th September 2015 19th November 2015</p> <p>Dates of HWBB meetings:</p> <p>16th July 2015 5th November 2015</p>	

BM - Ben Mabbett